

# NEWS

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## **CITIES, COUNTIES RECEIVE RECOGNITION FOR PERFORMANCE MANAGEMENT**

**Charlotte, September 23, 2003**—The ICMA Center for Performance Measurement recognized twenty-two cities and counties for their use of performance information in the management of their local government. The jurisdictions receiving the certificate of distinction are: Phoenix and Safford, Ariz.; San Jose, Calif.; Sterling Heights, Mich.; Hamilton County, Ohio; Eugene, Ore.; Austin, Tex.; **Las Vegas, Nev.**; Prince William County, Va.; Bellevue, Wash. The jurisdictions receiving the certificate of achievement are: Chilliwack, British; Santa Barbara County, Calif.; Miami-Dade Co., Orlando and Sarasota Co., Fla.; Urbandale, Iowa; Montgomery County, Ohio; Bryan, Tex.; Washoe County, Nev.; Blacksburg, and Richmond Va.; Vancouver, Wash.

These communities are among the more than 120 cities and counties participating in the ICMA Center for Performance Measurement.

The criteria for both the certificates of achievement and distinction were determined by the Center's steering committee and staff. Communities receiving the certificate of achievement report performance data to the public through budgets, newsletters, and/or information provided to city/county councils as well as have a commitment to coordination, collection and verification

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of performance data. These communities also demonstrate a commitment to training and supporting their performance measurement efforts throughout each year. Communities receiving the certificate of distinction have made even greater strides in incorporating performance measurement into the management of their jurisdiction. These communities demonstrate all the criteria stated for the certificate of achievement, as well as a commitment to using performance data in strategic planning and in making high level management decisions. In addition, these communities share their performance measurement knowledge with other communities through networking.

In recognizing these communities at the organization's annual conference, ICMA Executive Director Robert O'Neill remarked, "In today's accountability-driven environment, performance measurement is more important than ever. In good times or challenging ones, an effective system of performance measurement is an essential decision-making tool for local governments. I commend all of the cities and counties that voluntarily participate in the Center for your commitment to continuous improvement in the services you provide to your citizens. And I congratulate the 22 communities who merit special recognition for their hard work in making performance measurement an effective decision making tool."

### **About ICMA**

The International City/County Management Association (ICMA) promotes excellence in local government through professional management. Toward this end, ICMA provides an information clearinghouse, technical assistance, and training and professional development to nearly 8,000 chief-appointed administrators, assistant administrators, and other individuals throughout the world. ICMA's resources and services reach thousands of local, county, and state government professionals, academics, and consultants.

The Center for Performance Measurement is a service of ICMA. Begun in 1994 at the initiative of a number of city managers and county administrators, the Center now has more than 120 local governments participating in its program. Communities report data for 15 local government services (e.g., police, fire/EMS, streets and highways, refuse removal and recycling, libraries, parks, code enforcement). Data then are used to identify management practices that contribute to high performance so that local governments can learn from each other in a process of continuous improvement. For a list of local governments participating in the Center, visit [www.icma.org/performance](http://www.icma.org/performance).